

COMPLAINTS AND INVESTIGATIONS

The Bureau of Health Care Quality and Compliance (BHCQC) is responsible for receiving and investigating complaints that relate to health care facilities within Nevada. Anyone who wishes to submit a complaint about a BHCQC-licensed facility can do so, but only complaints that are patient care and facility-related will be responded to and investigated by the BHCQC.

Complaints directed toward the following types of individual practitioners should be made to the organization listed:

- Physicians or physician-related issues: Nevada State Board of Medical Examiners
- Nurses and certified nursing assistants, including nursing-related issues: Nevada State Board of Nursing.
- Osteopathic physicians: Nevada State Board of Osteopathic Medicine
- Pharmacists: Nevada State Board of Pharmacists
- Podiatrists: Nevada State Board of Podiatry

Complaints about other health care professionals and other aspects of health care should be directed to the attention of whichever board, regulatory agency, or organization is appropriate.

FACILITIES LICENSED AND CERTIFIED BY THE BUREAU OF HEALTH CARE QUALITY AND COMPLIANCE

The following types of health care facilities are licensed and certified by BHCQC and can therefore be investigated for a complaint about patient care or facility-related issues:

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| Adult day care centers | Methadone clinics |
| Ambulatory surgery centers | Nursing homes |
| Assisted living facilities | Personal care agencies |
| Businesses that provide referrals to residential group facilities | Portable x-ray facilities |
| Community triage centers | Rehabilitation agencies |
| Comprehensive outpatient rehabilitation facilities | Residential facilities for groups |
| Dialysis facilities | Rural health clinics that are federally funded |
| Facilities for the treatment of alcohol and/or drug abuse | |
| Facilities for transitional living for released offenders | |
| Halfway houses for those who are recovering from alcohol and/or drug abuse | |
| Home health agencies | |
| Homes for individual care | |
| Hospice agencies and facilities for hospice care | |
| Hospitals, including those that provide acute care as well as psychiatric and rehabilitation facilities | |
| Independent centers for emergency care | |
| Lasik and refractive eye surgery centers | |

Most outpatient clinics and the practices of physicians do not fall within the jurisdiction of BHCQC. Such facilities are required to have business licenses, and their oversight falls within the jurisdiction of the relevant licensing boards.

REGISTERING A COMPLAINT

Complaints against facilities in Nevada and their staff members can be reported to the BHCQC in a variety of ways, including phone calls, letters, E-mail messages, and faxed messages.

BHCQC maintains two offices, one of which is in Carson City while the other one is in Las Vegas. Complaints can be directed to staff members at either of those offices. However, it is preferable and requested that complaints that pertain to health care facilities in the northern portion of the state be forwarded to the office in Carson City, while complaints that pertain to facilities in the southern portion of the state be forwarded to the office in Las Vegas. Complaints are received between 8:00 a.m. and 5:00 p.m. on weekdays.

The following is the contact information for the two offices:	
Northern Nevada Office	Southern Nevada Office
727 Fairview Drive, Suite E Carson City NV 89701 Phone: 775-684-1030 Fax: 775-684-1073 E-mail: BLCweb@health.nv.gov	4220 S. Maryland Pkwy, Ste 810, Bldg D Las Vegas NV 89119 Phone: 702-486-6515 Fax: 702-486-6520 E-mail: BLCweb@health.nv.gov